

Iowa WIC Vendor Newsletter

Volume 17 Issue 5 February 2016

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Iowa WIC Toll-Free In-State
800-532-1579

Iowa WIC Direct Number
515-281-6650

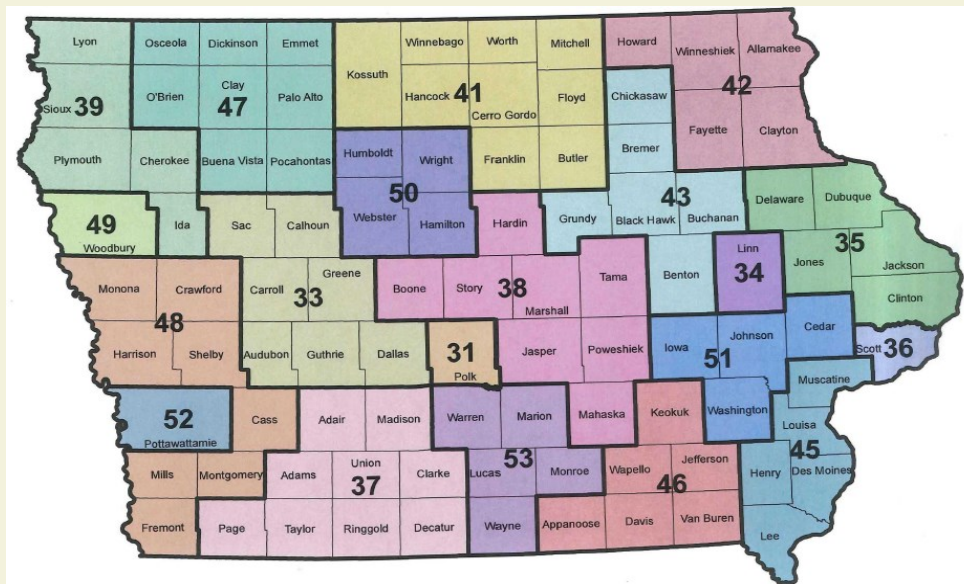


Preparing for eWIC:

- Contact your Point of Sale (POS) provider—POS provider must be involved.
- Review with your POS provider the capabilities of your cash register (FE) system. Will you need to upgrade your FE system to accept eWIC?
- Your POS provider should have your store system updated and ready to accept eWIC approxi-

eWIC Implementation Schedule

Local WIC Agency # Date of Local Agency Conversion



53 – October 19, 2015
31 – February 5, 2016
51 – February 8, 2016
38 – February 22, 2016
46 – February 29, 2016
45 – March 14, 2016
36 – March 14, 2016
34 – March 28, 2016
35 – March 29, 2016
43 – April 11, 2016
42 – April 11, 2016
50 – April 18, 2016
41 – April 25, 2016
47 – April 25, 2016
49 – May 9, 2016
39 – May 9, 2016
33 – May 16, 2016
37 – May 16, 2016
48 – May 23, 2016
52 – May 23, 2016

** eWIC benefits will be issued approximately 1-week after the local agency has been converted from paper to electronic benefits.

eWIC Contacts — HAVE YOU Contacted your Point of Sale Partner?

UPC and general WIC Vendor questions contact Ken Kane at Kenneth.Kane@idph.iowa.gov
eWIC equipment questions contact Brandy Benedict at Brandy.Benedict@idph.iowa.gov

CDP/FIS Contact Persons for eWIC Technical Questions

- | | | | |
|---|---|--|----------------------------|
| ♦ | Jim Chilcoat | Jim.Chilcoat@cdpehs.com | 502-695-1999 |
| | Retail Relationship Manager CDP | | Integrated Systems |
| ♦ | Steven Jeantet | Steven.Jeantet@cdpehs.com | 405.496.9192 |
| | Deputy Project Manager CDP | | Integrated Systems |
| ♦ | Gail Lumsden | Gail.Lumsden@fisglobal.com | 414-815-1410 |
| | Senior Program Manager Government Solutions (FIS) | | Stand Beside System |

Program Complaint Process

To report Program abuse or fraud, or to file a complaint against another vendor, local WIC agency or WIC participant you may use one of the following- options:

Call: State WIC Program, Vendor Section at 515-281-6650 or toll free within Iowa
1-800-532-1579

Write: Submit stamped/addressed Vendor Comment Card or write to
Iowa Department of Public Health
Attn: WIC Vendor Section
321 East 12th Street
Des Moines, Iowa 50319-0075

FAX: Submit Vendor Comment Card via FAX at 515-281-4913

Email: Jill.Lange@idph.iowa.gov

- When filing a complaint please include as many details as possible: when, where, who was involved and how the activity was inappropriate.

WIC General business requirements

All WIC Approved Stores are required to meet and maintain the following guidelines during the WIC Agreement period.

- Maintain regular business hours. This shall include a minimum of two, four-hour blocks of time on each of five days per week.
 - Daily operating hours shall be consistent from week to week, and shall be posted.
- Not have had a Food Assistance (Supplemental Nutrition Assistance Program (SNAP) disqualification or civil monetary penalty imposed within the 12 months preceding the date of the application.
- Not have received a WIC program disqualification or a WIC application denied within the six-month period preceding the date of the application.
- Not have had a conviction or civil judgment entered against them during the last six years for any activity indicating a lack of business integrity.
- Have a current State of Iowa Food Establishment License.
- Stock and maintain the minimum varieties and minimum quantities of WIC approved foods.
 - Inventory requirements that are listed in the Grocery Vendors Application Guidance Form.
- Not realize nor expect to realize more than 50 percent of its annual revenue from the sale of food items that are obtained with WIC food instruments.
- **Consistently identify all products (WIC and Non-WIC) using shelf labels that meet the following criteria:
 - Product Description indicating brand/company name, and product description,
 - Selling unit size (indicating ounces, pounds, container and sleeve/pack)
 - Selling unit retail — Price Point font no less than 48 font.
 - Shelf tag dimensions, tags must measure no less than 2 inches by 1 inch, and

Adhere to WIC Regulations

Retailers who apply for a WIC contract indicate their intent to comply with **ALL** WIC regulations as outlined in the application packet and in the Iowa Administrative Code (IAC) Chapter 73. This includes prices charged to WIC participants must be equal to or less than those charged to all other customers. Retailers must be competitively priced.

Product and Quantities	<u>2015-2018 Minimum Stocking Requirements</u>
Cereal Cold, ready-to-eat cereals Hot cereal	Cereal 10 boxes - Two (2) boxes of five (5) approved varieties – of the five (5) approved varieties, three (3) varieties must be whole grain)
100% Whole Wheat Bread	Four (4) 16 ounce loaves approved 100% whole wheat bread
Brown Rice	Two (2) 14-16 oz. containers approved brown rice
Juice 64 ounce shelf stable 100 percent fruit or vegetable juice 12 ounce concentrated 100 percent fruit juice. Single flavor only.	Fifteen (15) 64-ounce containers of at least three (3) approved varieties Ten (10) 12-ounce containers of at least two (2) approved varieties.
Dairy Products Whole Vitamin A and D fortified fluid milk Low-fat or fat-free fluid, Vitamin A and D fortified milk Approved varieties of cheese	4 gallons whole milk 4 gallons low-fat or fat free lowa does NOT issue benefits for 2% milk 2 pounds cheese of 2 different varieties weighing 8, or 16 ounces each
Edible dried beans or peas	Two (2) 1-pound bags, any variety
Peanut butter	2 approved containers 18-ounce size or less, of 100 percent peanut butter
Eggs (Grade A)	5 dozen fresh large Grade A eggs, white or brown
Fish	8 containers of tuna, 5-ounce minimum size 8 containers of salmon, 5 ounce minimum size
Formula	Twenty-four (24) 13-ounce cans of any current rebate contract concentrated formula, or 6 cans of any current rebate contract powdered formula
Infant cereal	Twenty-four (24) ounces of at least two (2) varieties of WIC approved dry infant cereal (infant cereal with at least 45% of the Daily Value for Iron per serving)
Baby Food (Fruits and Vegetables)	Fifty (50) 4-ounce (25 Twin pack 4-ounce) containers of at least five (5) approved varieties (single ingredient or blends)
Baby Meats	Ten (10) 2.5-ounce containers of single ingredient meats of at least 2 approved varieties (single ingredient)
Fruits and Vegetables	Ten (10) varieties of fresh fruits and vegetables each Two (2) varieties of frozen fruits and vegetables each

APL File — UPC and PLU Codes in eWIC

- Retailer Specific Codes will not be in the WIC APL file.
- Retailer Reserved (UPC 4 and UPC 9) codes will not be in the WIC APL file
- Retailer “BRANDED” products are allowed as long as they are encoded with the retailers' manufacturer number following UPCA labeling rules.
- Retailer created PLU Codes are NOT in the APL file and will not be maintained
- ONLY International Federation For Produce Standards (IFPS) PLU's will be maintained in the APL file. A listing of IFPS codes may be found at: info@plucodes.com

Iowa Department of Public Health
Attn: Iowa WIC Program
Lucas State Office Building
321 East 12th Street
Des Moines, Iowa 50319-0075

Attn: Store Management and Store Associates
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WIC Program Director — Jill Lange	515-281-7095	jill.lange@idph.iowa.gov
WIC Vendor Representative—Ken Kane	515-281-3929	kenneth.kane@idph.iowa.gov
WIC Vendor Nutritionist—Nicole Newman	515-281-4545	nicole.newman@idph.state.gov
WIC Bureau Secretary—Sherry Smith	515-281-6650	sherry.smith@idph.state.gov

In-State Toll Free #: 800-532-1579

State WIC FAX#: 515-281-4913

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or Email: program.intake@usda.gov.

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